

CLAIMS

1. A method for processing user resources, comprising the steps of:
receiving the said user resources on a user multi-platform computer system;
5 monitoring the workflow;
automatically analyzing the processing of said resources to gather information,
measure the results and respond to the workflow; and
outputting decision-support data.

10 2. A method according to claim 1, and further comprising producing real-time
workflow processing screens.

15 3. A method according to claim 1, wherein the information gathered is for the
purpose of labor studies.

4. A method according to claim 1, wherein the information gathered is for the
purpose of operation research.

20 5. A method according to claim 1, wherein the said gathering of information,
measuring of the results and responding to the workflow utilizes tools available within
the said user system.

25 6. A method according to claim 1, wherein the said gathering of information,
measuring of the results and responding to the workflow permits the implementation
of analysis add-on packages and interfaces.

7. A method according to claim 1, wherein the said results include workflow
records.

30 8. A method according to claim 1, wherein the said results include processed
displays.

9. A method according to claim 1, wherein the said method is integratable with the said user system.

10. Apparatus for processing user resources residing on a multi-platform system,
5 which product comprises:

- a system server to provide access to the required information;
- a system database for the storage of the said information required for the said system;
- a system administrator to edit information required for the operation of the
10 said system; and
- a system consultant for advanced analysis of historical data.

11. Apparatus according to claim 10, wherein the said database interfaces with
QPI.

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12. Apparatus according to claim 10, wherein the said edited information
comprises workflow parameters.

13. Apparatus according to claim 10, wherein the said edited information
20 comprises identification of users.

14. Apparatus according to claim 10, wherein the said edited information
comprises security data.

25 15. Apparatus according to claim 10, and further comprising a system supervisor
for producing real-time workflow monitoring screens.

16. Apparatus according to claim 10, and further comprising a system reactor for
defining and activating alert and response rules.

17. Apparatus according to claim 10, and further comprising a system executive for creating and distributing analysis reports.